



Hon Anastacia Palaszczuk MP  
Member for Inala



Minister for Transport  
and Multicultural Affairs

Our ref: PP1770-11

Your ref: Petitions

03 JAN 2012

Mr Neil Laurie  
The Clerk of the Parliament  
Parliament House  
George Street  
Brisbane Qld 4000

Dear Mr Laurie

I refer to a petition number 1770-11 lodged with the Legislative Assembly on 19 September 2011 about *go* card top-up facilities at the Strathpine Westfield Shopping Centre.

TransLink Transit Authority's *go* card has had tremendous success with usage across the service area now accounting for more than 80% of trips on buses trains and ferries. However, there is recognition that along with this growth in *go* card usage, there has been a corresponding increase in the demand for additional support services for the product, including retail-based top-up facilities.

To meet the needs of *go* card users, TransLink has commenced a review of the *go* card distribution network. Working collaboratively with its distribution partners and independent stakeholders, TransLink is endeavouring to increase the opportunity for retailers at the Strathpine Westfield Shopping Centre to offer *go* card services to their customers.

TransLink appreciates the request to increase the presence of *go* card services to the Strathpine area with *go* card top-up facilities and will take this into consideration as part of the review. TransLink will endeavour to communicate the results and opportunities of this review in the first quarter of 2012.

In the meantime, *go* card top-up facilities are available at surrounding retail locations including 7-Eleven stores located at Samsonvale Road and Sovereign Avenue, Bray Park. Facilities are also available at Queensland Rail station fare machines and ticket offices at Strathpine, Bray Park, Bald Hills and onboard non-Brisbane Transport buses, such as Hornibrook Bus Lines and Thompson Bus Services which operate in the Strathpine area.

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TransLink also offers online top-up facilities by visiting [www.translink.com.au](http://www.translink.com.au) and registering for the auto top-up function, and by speaking with a TransLink Customer Service operator by calling 13 12 30, available 24 hours a day, seven days a week.

I trust this information is of assistance.

Yours sincerely

A handwritten signature in blue ink, consisting of a stylized initial 'A' followed by a long horizontal line.

Anastacia Palaszczuk MP  
**Minister for Transport and Multicultural Affairs**